

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

December 9, 2011

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Richard Bernard	Public Member
Karen Mead	Senior VP of Operations, FairPoint Communications
Mark Violette	NH Telephone Association
Paul Szoc	NH Federation of Fire Mutual Aids
Robert Girard	Mobile Telecommunications Carrier Industry
Kathryn Bailey	NH Public Utilities Commission
Sandra Teti	Governor's Commission on Disability

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety DOS
Kevin O'Brien	Chief of Policy & Planning, DOS
Earl Sweeney	Assistant Commissioner, DOS
James Valiquet	NH Association of Chiefs of Police
George Valliere, Vice-Chair	NH Police Officer
David Caron	NH Municipal Association
Derek Martel	Professional Firefighters of NH

OBSERVERS:

Bruce Cheney, ENP	Director, NH Bureau of Emergency Communications (NHBEC)
Peter DeNutte, ENP	Assistant Director, NHBEC
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHBEC
Wanda Bowers	Public Information Representative, NHBEC
Patricia Magoon	Assistant Planner/HR Rep, NHBEC
Sean Goodwin	Administrator II, NHBEC
Grant Alois	Technical Support Specialist III, NHBEC
Michael Connor	Director, NH Department of Administrative Services
Jim Nelson	Data Processing Supervisor I
Stacey Zalenski	Supervisor I
Stephen L'Heureux	Case Reviewer, NHBEC
Cheri Cloutier	Service Manager E-9-1-1 FairPoint Communications
Philip Penny	Account Executive Intrado Inc
Randy Young	Intrado Inc
Wesley Colby	Director of Administration (DOS)
Dan Grossman	Carousel Industries
Linda O'Connell	Carousel Industries
Sherry Baker	Administrative Secretary, NHBEC

The NH Enhanced E-9-1-1 Commission (Commission) meeting held at the Department of Safety, Concord, NH was called to order at 11:10AM by Chairman Aiken.

1. Approval of the minutes of the September 23, 2011 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the September 23, 2011 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Bernard seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A Report on FY12 Surcharge Receipts (Director of Administration Wes Colby)

1. Discuss year to date expenditures & surcharge

Wes Colby reported the following:

- ❖ There are three accounts that get funded by the surcharge and Public Relations is one of them. Whenever you see any revenue other than in the main account this revenue is transferred from the Main 1395 account on a quarterly basis.
- ❖ No accounts are in jeopardy or in risk of being over obligated at this time.
- ❖ The Legislature also asked the Governor to reduce salary and benefits by 50 million before September 1st or there would be more layoffs. New agreements were made reducing health care and salaries.
- ❖ Class 050 will need to have money transferred before this account goes in the negative. This is for part-time payroll.
- ❖ The Retirement account, Class 064, will need money transferred.
- ❖ State Police Communications accounts will need to have money transferred to them before the end of the year.

Commissioner Violette asked as of today if the surcharge funds State Police Communications.

Director Cheney stated this is mainly the Maintenance Section but there are a few personnel positions that were part of this same account that we are going to have to deal with at some point.

Commissioner Violette asked if the statutes cover that.

Director Cheney stated he has had a discussion with the Commissioner that we need to change the language of the statute. You can make an argument for the broadband and the microwave as being part of the 9-1-1 network. The concern should be that the federal regulations state that if you take grant money and use it for anything other than what the statutes intend the state would have to pay the money back. Director Cheney told the Commissioner that we need to amend the RSA 106:H to make it broader.

Wes stated that when DOS testified before the Senate they were told of the risk that the state could no longer be eligible to receive Federal grants or could possibly have to re-pay the grant monies.

Commissioner Violette stated he understood and appreciated Wes explaining it but feels with having to increase the surcharge will just be another tax we have to charge.

Chairman Aiken reported nationally there have been several states found by the FCC to be in violation of inappropriate 9-1-1 surcharge usage this year. The FCC is going to Congress to seek legislation that any state that has used 9-1-1 surcharge for anything other than PSAP operations will have all Federal funding canceled and will have to pay back what they used before they will be eligible to receive Federal funding again.

Chairman Aiken wanted to make the Commission aware of this and he feels we need to be vigilant to bring this message forward as well as what is happening in other states.

Director Cheney stated we have to change the definition for what we are collecting the surcharge for because if we don't they may take the money back.

Wes stated that the Statewide Telecommunication group is a self funding agency and was moved to DOS as a cost saving effort with the Voice Over Internet Protocol (VoIP) project.

Director Cheney stated that there are approximately 11, 000 phone lines in the state and 4,000 are VoIP and the balance are still Centrex. There are several billing issues that we are working on that will improve the process.

Commissioner Bernard asked with collecting this revenue will there have to be a separate database that we will need to be concerned about?

Wes stated that this is handled by the Department of Information Technology (DOIT) not 9-1-1.

Commissioner Szoc asked where does the State Police Radio Shop money come from.

Wes stated it is paid out of class 4001 which is from the surcharge.

Commissioner Szoc asked if an agency needs a radio fixed do we charge them to fix it?

Wes said DOS only charges towns that need radio or other equipment repaired. State agencies are not charged.

Director Cheney advised the Commission that Wes Colby will be retiring and thanked him for all his hard work and wishes him well.

Chairman Aiken and the Commission also thanked Mr. Colby for all his hard work.

Chairman Aiken welcomed two new members to the Commission. Sandra Teti is a representative for the Governors Committee on Disability and Derek Martel will be the representative for the Professional Fire Fighters of New Hampshire.

2. B. Report on Data Operations: (Stacey Zalenski & James Nelson)

1. Update on Mapping Progress
2. Database Activities

Stacey Zalenski reported the following:

- ❖ 7 Communities signed acceptance packages
- ❖ 7 Communities have had maps delivered
- ❖ 4 Towns captured data
- ❖ With all the new towns that we have collected we added over 14, 000 new points to our data base and 2,000 additional road segments.
- ❖ 192 Maintenance items have been collected across the state.
- ❖ 340,000 addressable points are in the database

Chairman Aiken stated that he noticed on the map that Manchester is slated for data collection.

Stacey said Manchester just signed up a few weeks ago for data collection.

- ❖ We are collecting data in Mt. Vernon and Madison at this time and we will be going to Hanover and Wakefield.

Chairman Aiken noted the data map completion markers indicate considerable progress since we started in 1993.

Director Cheney stated that we have one Field Representative that is dedicated to the Towns that are not mapped and she has really worked hard to bring them online.

James Nelson reported the following:

- ❖ The Telephone Database currently contains approximately 914,000 records.
- ❖ Partial address conversions have occurred in 4 cities and towns affecting a total of 162 lines.
- ❖ 120 calls where no record found.
- ❖ 761 Automatic Location Identification (ALI) discrepancies of which all but 51 have been resolved.
- ❖ 168 routine address changes with an additional 33 changes initiated from the Back office Bounce procedure.
- ❖ 211 Master Street Address Guides were updated.
- ❖ 96 unnumbered telephone records.
- ❖ Per National Emergency Number Association (NENA) Standards, we are currently removing all Stranded Unlocked records over 10 days old.
- ❖ 869 files processed containing 96,470 transactions. Of these records, 8,709 records required attention from the Database Section.
- ❖ The Database Section, along with Mapping and Technical Support, are still developing a web application to process address change requests. At that point, the Database section will eliminate the last paper form and begin processing routine Address changes using WebDBMS.
- ❖ Database recently loaded a data file from a VoIP provider for the purposes of generating records for ENS. This file contained over 200,000 records with only 638 errors. These errors were processed and sent back to the VoIP provider for correction.

Chairman Aiken asked if anyone answers when you call the 96 stranded unlock phone numbers?

Jim stated most of them are New England Telephone and are hard to locate throughout the communities but they are still working on them.

Chairman Aiken suspected they are only wires on terminals but that also means someone is getting billed for them.

Commissioner Bailey said it could be an official business line of an old New England Telephone line not being used and FairPoint does not know about it. And they are not billing themselves.

2. C. Status on Emergency Notification System (Grant Alois, Information Technology Manager II)

Grant Alois reported the following:

- ❖ The Emergency Notification Solution which is named "City Watch" has been fully installed. The vendor, Avtex, was on site.

- ❖ Policy and procedures are being written for approval by the Commissioner of Safety.
- ❖ A full-system demonstration and training will begin in January 2012.
- ❖ The system is fully functional but without the training we don't have the ability to activate it. The vendor is there in case we need to activate it.
- ❖ As of February 2012 we should be able to activate the system ourselves without issue.

Commissioner Bailey asked if NHBEC must develop legislative rules for the procedures the towns have to use.

Grant said that is correct in that procedures and policies are currently being developed and then will need the Commissioner of Safety's approval.

Commissioner Bailey inquired will you have a complete rulemaking process once these are written?

Grant advised the towns are the ones who have to say who can use it and when, where and why.

Commissioner Bailey thought the Commission was going to review the rules before going to the Commissioner of Safety.

Grant stated the rules and policies are still in process of being completed.

Commissioner Wood asked if when you talk about the rules process do you mean the formal Joint Legislative Committee on Administrative Rules (JLCAR) Process.

Director Cheney stated the proposed rules are in process and once completed they will go to the Commissioner for review and approval. The Director will send the Commission a copy for its review as well.

Commissioner Bailey said she personally does not have any concerns or comments but she thought when we were talking about the program development the Commission would work on the rules.

Director Cheney advised the statute indicate that the Commissioner is the one who must do the rulemaking. So we are developing them and he will review and approve.

2. D. Report on Ping4 Meeting (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ No more information at this time but will leave this item on the agenda for more updates.

2. E. Status on the Medical Director (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ Director Cheney advised that the Commissioner of Safety has approved the Bureau contracting a Medical Director position.
- ❖ Dave Rivers explained that they have been using Dr. Jim Suozzi from Cheshire Medical Center as our Medical Director. He is a member of the EMS Medical Control Board and we feel he will be an asset to our emergency medical dispatch program.

2. F. Discussion on Science, Technology and Energy Committee. Action on House Bill 388-FN (Director Bruce G. Cheney, ENP)

1. Discussion on VoIP/Prepaid/Surcharge Legislation

Director Cheney reported the following:

- ❖ In 2005 we had an audit done by the Legislative Audit Office and they criticized us for not collecting the surcharge from VoIP and Prepaid customers.
- ❖ In 2006 DOS submitted legislation to collect the surcharge from the VoIP and prepaid customers and the legislation failed.
- ❖ Again in 2007 DOS tried to get the bill passed and again it was defeated.
- ❖ In 2010 DOS submitted legislation and the committee took it under advisement. The Chairman of the committee felt that we were recommending a new tax on the internet.
- ❖ Bill 388-FN was sent to committee for a study over the interim.
- ❖ We met with the Committee in October of 2011 and the committee chairman had determined that yes VoIP and prepaid should be paying the surcharge. He recommended an amendment to our bill. They removed a direct reference to pre-paid because the committee's view was that pre-paid is already covered under the wireless portion of the bill. The committee also wanted to change the surcharge from \$0.57 to \$0.47.
- ❖ Commissioner Bailey asked if this was recorded somewhere.
- ❖ Director Cheney stated it is in the minutes but they have not received a copy as of yet.
- ❖ Director Cheney stated that we may have to ask some of the 9-1-1 Commission members to come speak at the legislative hearings if there is time.
- ❖ Commissioner Violette inquired if this has happened yet?
- ❖ This happened in the Committee of the House and still needs to go to a Committee of the Senate then to the Legislature once they return in 2012.

Commissioner Bailey was concerned that if the legislature sets the surcharge then future surcharge changes would need to be legislatively approved.

Director Cheney advised if the legislature changes the statute so the legislature determines the surcharge, this would apply to all further surcharge changes. The committee wants to change the way we collect on a monthly basis to a quarterly bases.

Chairman Aiken thinks it is very important that as many of the members of the Commission as possible be able to attend the hearing when it is scheduled.

2. G. Communication Maintenance & Dispatcher Personnel Issues (Director Bruce G. Cheney, ENP)

1. Discussion on Over-Time

Director Cheney reported the following:

- ❖ When an employee takes a day off they have been replaced with personnel out of 4001 on overtime. After meeting with Colonel Quinn of State Police this procedure will be changed.
- ❖ NHBEC is also going to assist in the hiring and training of the State Police Dispatchers. Policies and procedures will be reviewed as well.

2. H. Discussion on a proposal for policy on out of state requests (Director Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ NHBEC has been receiving numerous out-of-state requests for assistance. NHBEC does the research and then we transfer the call to the correct State. After NHBEC disconnects from the call, NHBEC is still paying the call until all parties hang-up.
- ❖ Dave Rivers explained that a supervisor is tied up locating these proper agencies and a telecommunication specialist remains on the phone with the caller. The considerable time involved in these calls ties up PSAP personnel for extended periods of time.

Commissioner Violette asked if other states have these same issues.

Dave Rivers said he suspects other states do but he does not believe other states follow up on the calls like we do.

Commissioner Bailey inquired if 2-1-1 provides this kind of service?

Chairman Aiken noted 2-1-1 is a social support services operation.

Commissioner Wood stated that 2-1-1 provides people with phone numbers for the agencies they do not transfer the call.

Commissioner Bailey stated when 2-1-1 was implemented that is what they said they were going to be for.

Director Cheney stated that we used to provide these services but then Emergency Management decided to contract with 2-1-1. The issue with 2-1-1 is they close down at 4:00pm and your call gets transferred to Connecticut. Usually half way through a storm NHBEC is asked to have our people open up a public inquiry line to help.

Commissioner Wood asked if the majority of the out of state calls are emergencies.

Dave Rivers said about half of the calls are emergencies.

Commissioner Wood asked if instead of transferring the call, is it feasible to do the research, then call the caller back and provide the caller with contact information.

Dave stated we could do the research and then call the caller back with the contact information for non-emergency situations.

Chairman Aiken said we have a problem but no real solution. This will have to stay on as an agenda item unless we can come up with a solution. Has there been any discussion with other states or other PSAPs?

Dave stated they do the research the same way we do but they just give the phone number to the caller.

Director Cheney stated that we will check to see how some out-of-state major jurisdictions handle this and we will report back at the next meeting. This item will continue on the agenda.

2. I. Status on Incident Management Vehicle Deployment Notification for the Enhanced 9-1-1 Commissioner (Bruce G. Cheney, ENP)

Director Cheney reported the following:

- ❖ Director Cheney stated when the Incident Management Vehicles are deployed we will notify the Commission by e-mail.

Commissioner Wood inquired if a list of events be included in the meeting handouts instead of receiving an e-mail each time the apparatus goes out.

Chairman Aiken stated he personally would like to be notified.

- ❖ Director Cheney stated he would ask that each Commissioner tell Sherry if they wish to receive an e-mail or they would like to be removed from the list.

2 .J. Discussion on State Telecommunication Bureau (Kevin Connor, Administrator IV)

- ❖ Director Cheney introduced our new Project Manager Kevin Connor.
- ❖ Kevin Connor said there is a VoIP Advisory Committee that will be meeting next Monday to start to roll out pricing and basic services. He is working closely with our Technical Support Group to provide better services. He will report more at the next meeting.

2. K. Report on PSAP Operations (Chief of PSAP Operation, David Rivers)

1. Update on PSAP Operations

David Rivers reported on the following:

- ❖ Dave Rivers read a letter written by Tim Scott, Database Administrator thanking Stacey Zalenski and James Nelson for their help refocusing their employees and bringing the units together.
- ❖ Dave stated it has been very busy in the PSAPs but operations are running smoothly.
- ❖ A cardiac arrest save in the town of Alton occurred last week and the patient was sent home and is doing well.
- ❖ Avtex will be training the PSAPs on the new Notification System for four days and Deb Bray will be taking the lead role in training some of the towns.
- ❖ We have been looking at our transfer times but Steve L'Heureux will talk more on that.
- ❖ We have been having numerous calls coming in on our Administration lines. Most of them seem to be Life-Line transferring calls to us on the Admin line but he believes he has this rectified. They are now calling the local dispatch agencies directly.
- ❖ The National VoIP 9-1-1 call center also has been sending calls to our admin lines and we just found out that it is Intrado. They don't have a Master Street Address Guide for the address so in turn it gets transferred to us on the administration line. The solution for this is they are going to transfer it to our 9-1-1 lines and we will treat the call like a cellular call.
- ❖ We have eight new hires in the PSAP. They have been in there since November 11th and should be on their own by the end of this month.
- ❖ We have three openings and the testing process has begun and we will be conducting interviews at the first of the year.
- ❖ We also have five temporary part-time positions that we will be looking to fill.
- ❖ Training with local dispatch agencies on Ali-Trackker and CAD Training continues. We are going to be rolling out a more robust version of Valor in the first quarter of 2012.
- ❖ We are going to Hampton Fire to do CAD training with their dispatchers.

- ❖ The City of Portsmouth called and would like to find out more about the EMD determinants descriptors that we use. Dave will be meeting with the Deputy Chief and giving him a tour of our Laconia Facility.
- ❖ Looking at doing some job shadowing with State Police Dispatchers. Helping them with scheduling and training as well.
- ❖ We have a white board in the PSAP that shows all EMDs that received a 100% on their EMS call reviews and 100% on their fire/police transfer calls. This has been the highest month with 10 people in each category.
- ❖ Our numbers are looking good and the morale is doing well.

2. L. Report on EMD (Case Reviewer, Stephen L'Heureux)

1. Protocol Compliance Reports
2. Committee Meeting on TEMSIS

Emergency Medical Dispatch Statistics:

- ❖ 99.78% Case Entry
 - ❖ 99.59% Key Questions
 - ❖ 98.16 % Chief Complaint
 - ❖ 98.84% Final Coding
 - ❖ 100% Dispatch Life Support
-
- ❖ Our scores for compliance to protocol are at its highest at 98.48%. This is higher than the national average.
 - ❖ As of August 29, 2011 he is a charter member of the NH EMS Quality Management Documentation & Data Advisory Committee. This committee is charged with establishing statewide EMS data sets and documentation standards used by EMS agencies. We have had three meetings so far and all are WebEx & Conference Calls. This committee is going to focus on the following items:
 - 12 lead EKG's for chest pain being used and documented
 - Pain management for trauma patients
 - Blood sugar/mental status use and documentation
 - Aspirin for chest pain
 - Stroke Scale use and documentation

2. M. Status of Public Relations and Public Education (Information Representative, Wanda Bowers)

Wanda Bowers reported the following:

- ❖ She attended the Local Government Conference and all four Field Representatives were on hand to answer any questions regarding the on-line Supplemental ALI Forms.
- ❖ She attends the Department of Health & Human Services (DHHS) Emergency Assist Registry meetings. They are planning on sharing their data with 9-1-1 so it can be imputed with the Supplemental ALI
- ❖ A celebration will be held on Tuesday, December 20, 2011 for a Kismont Christmas Barnstead Man's life was saved in Alton, NH.

2. N. Status of Division of Administration (Acting Administration Manager and Human Resources Representative, Patricia Magoon)

1. Status of Current Contracts
2. Status of the Network Contract Extension with FairPoint
3. Current Position Vacancies
4. Status on the Statewide Interoperability Communications Coordinator

Patricia Magoon reported the following:

- ❖ Patty has created a spreadsheet with 37 contract items on it which includes copy rentals, renewals, annual maintenance, equipment purchases and leases. The majority of these are on the state contract through Software International, so very few will need to go through the Governor and Council.
- ❖ FairPoint who provides telephone network services for the 9-1-1 system, submitted an agreement extension for October 2011 through October 2012. Governor and Council approved this September 2011.
- ❖ Commissioner Bailey asked if NHBEC is going to be issuing a new RFP on that contract.
- ❖ Patty advised in the affirmative.
- ❖ Commissioner Bailey asked if this will be done by October 2012.
- ❖ Grant stated we exercised the one year option because of the Next Generation 9-1-1 effort in order to make sure we can find someone that can support what we need.
- ❖ The Cassidan Communications contract through Software International and this will cover October 2011 through October 2012. They provide our 9-1-1 call-taking equipment and software.
- ❖ The status on the Statewide Interoperable Communications Coordinator position is that all paperwork was approved within the DOS. The paperwork has been submitted to the Division of Personnel and once approved; it will need to go to Governor and Council for approval.

Chairman Aiken reported the reason they are pushing for the Statewide Interoperable Communication Coordinator to be in place is because of the need to convert to narrowband emissions for all public safety VHF & UHF transmitters no later than January 2013. One of the primary functions of this position will be to work with agencies to get this accomplished. There are many other functions of this position as well.

Director Cheney stated that this position will be responsible for more than broadband issues.

Chairman Aiken reported that the Nationwide Public Safety Broadband Network currently has 10 Megahertz in the D block. The House in congress will be asked to approve giving the D Block the additional 10 megahertz of spectrum which we will need to have an effective network for public safety. The legislation in the Rockefeller Senate bill is still being negotiated for passage.

Chairman Aiken stated there are many issues such as where do transmitters go and at what sites. Local and state jurisdictions that have established sites will be researched for placement of equipment.

Director Cheney stated that the reason that microwave and broadband are important to us, as Next Generation 9-1-1 deploys and video and texting need to be transmitted down-stream. We need the broadband infrastructure to provide these services.

Commissioner Szoc stated the key point on the national broadband is that it will not replace Land Mobile Radio (LMR).

Chairman Aiken stated that will be an issue because many legislatures and elected officials are being told when we turn on the broadband network, we won't need LMR portable radios or mobiles. That it will all go away and we will talk on our "wrist TV". That is not going to happen any time soon.

Commissioner Bernard asked if the extra bandwidth is coming possibly from the amateur radio services.

Chairman Aiken stated no.

- ❖ The reclassification for a Technical Support Specialist III to a Technical Support Specialist V was approved and going to be on the January agenda for Governor and Council.

Director Cheney stated that NHBEC is attempting to add more positions for our Technical Staff.

- ❖ Received approval for a Telecommunication Technician II part-time position to work on the VoIP project.
- ❖ We have a shortfall in class 050 which is the part-time fund. He will need to make sure we request a transfer in a timely manner and we also need to keep a closer watch on all the accounts.
- ❖ We sponsored 10 children for the Operation Santa Claus. We had 2 employees sponsor children on their own. We had our "Spirit of Giving" auction and raised \$482.00 which will provide gifts for employees' families.

2. O. Status on NH VIEWW (Sean Goodwin, Engineering Technician V)

Presentation of NH VIEWW

Sean Goodwin reported on the following:

- ❖ Sean did a presentation on the road closures portion of the NH VIEWW.
- ❖ Department of Transportation has adopted this method for all their districts and their Traffic Management Center to record road closures.

- ❖ This application uses all the data that is maintained by NHBEC and we can locate a road closure three different ways:
 - By selecting the road name
 - By selecting the mile marker
 - By the exit
- ❖ The public face site will be completed in the very near future.

Chairman Aiken asked who has the overall ownership of the NHVIEWWW
Director Cheney said it belongs to NHBEC.

2.P. Review of the Enhanced 9-1-1 Committees (Chairman Doug Aiken)

1. Review of current Commission committees
2. Elimination of any existing committees that are no longer needed and establishment of new committees
3. Preferences for serving on committees should be submitted to Chairman Aiken

Chairman Aiken reported on the following:

- ❖ When the Commission committees were formed we were involved in the development of NHBEC. He has been asked to update the committees and feels some of them can be eliminated.

Director Cheney recommends that a few of the committees be disbanded including the Hearings committee because by law this is now done by a Hearings Officer. Legislative and Rules Committee is done by the Commissioner of Safety. He would still like input from the Commission members. Negotiations Committee will be handled as issues come up. Personnel and Education is handled by the Bureau and if an issue arises we can handle it at that point. All that is left is the Technical and Budget Committees.

- ❖ **Chairman Aiken endorses that recommendation. Commissioner Szoc made a motion to retain only the technical and budget committees and Commissioner Bailey Seconded the motion. Unanimously approved by those present and voting.**

3. Contractor's Report (Cheri Cloutier, FairPoint Communications)

- A. FairPoint
 1. Report on Network

Cheri Cloutier reported the following:

- ❖ No significant network issues to report since the last Commission Meeting.
- ❖ There was one event on October 4, 2011 the Intrado fire wall went down and that trouble impacted the ALI Trakker in all the PSAPs and the wireless carrier.

4. Correspondence

- ❖ Director Cheney stated that he received a letter from Asst. Commissioner Margaret Fulton, Department of Revenue Administration recognizing the outstanding services of Jarod Guay for implementing a new VoIP system.
- ❖ Director Cheney received an e-mail from a customer that was pleased when she received a call back from the 9-1-1 Center to make sure her brother was ok.

5. New Business

6. Adjournment

Chairman Aiken called for a motion to adjourn at 2:30 P.M. Commissioner Szoc motioned to adjourn the meeting and was seconded by Commissioner Bernard. Unanimously passed by those present and voting.

Next Commission meeting planned for March 2012. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission